



## Team Dynamics and Performance

### A one-day programme

Have you felt the warm glow of achievement and comradery from being part of a team who has achieved something meaningful? It feels good. It often ends up on your CV. You light up when you're telling others (perhaps a potential new employer?) about it. Hard work, juggling other commitments, finding ways to make it happen – all worthwhile.

But it's not always easy. A group of people with little in common get together and have to come to many agreements over time. Human behaviour and individual agendas and conflicting priorities kick in and often being part of a team is just hard work with gains not worth the effort.

You'll leave our Team Dynamics and Performance programme with better insight on how to chase the first scenario (the warm glow). You'll note the behaviours we cover and have strategies to constructively manage them. This is a perfect add-on to our Problems, Decisions, and Advocacy programme.

#### Part 1 – GROUP BEHAVIOUR

- Human behaviours when getting together in groups: conforming, compliance, obedience and the like
- The difference between groups and teams – which do you need?
- Characteristics of high performing teams

#### Part 2 – TEAM DYNAMICS

- Relationships, trust, personal agendas – getting it out on the table
- Changing relationships as time goes on
- Positioning – the personal roles we play (and sometimes shouldn't)
- The team roles we play (and should play)

#### Part 3 – TEAM PERFORMANCE

- Ownership, responsibility, accountability
- Full participation: being heard, negotiating and letting go
- Gaining and keeping momentum
- Problem solving, decision making, and building advocates
- Dealing with the social loafers (aka people not doing their share)
- Having robust conversations: open, honest, transparent, constructive
- Getting things done

*"When a team outgrows individual performance and learns confidence, excellence becomes a reality."*

Joe Paterno